PSD Configuration Management (CM) Change Request (CR) Form Instructions

Items 1- 4 completed by Procurement System Division (PSD) Configuration Manager (CM)

1. **Change Request #** (Unique Identification Number)

2. **Date Request Logged**

3. **Configuration Control Board (CCB) Review Date**

4. **Change Request State**

   a. *Open*
   b. *Closed*
   c. *Deferred*
   d. *Rejected*

Items 5-18 completed by originator. After completion, please fax the CR Form to the PSD CM Team at 202-401-4338. ****Note:** Data Fixes do not need to complete items 11, 12, and 15. Data Fixes should be sent to PSD CM but they do NOT go to the CCB for review.

5. **Name** (originator's full name)

6. **Phone Number** (originator's telephone number)

7. **Date** (date change requested)

8. **Organization** (originator's Agency)

9. **Associated Software Problem Report (SPR) #** (a SRP # if known)

10. **Category** (defined as):

    a. ***Change Request***. A Change Request directs a modification to the system in either Hardware or Software

    b. ***Data Fix***. Data Fixes are changes modifying the business rules within the system and do not adversely affect other instances or systems. Data Fixes do not follow the normal change management process in that they do not require CCB review and approval, but only review and approval by the System owner. For example: Establishing user accounts on the system.

    c. ***Deviation***. A request to permit a noticeable deviation from the established process or standard.

    d. ***Waiver***. A request to permit a one-time delivery of a product or service that does not meet documented standards.

11. **Severity** (defined as):

    a. ***For FPDS Changes***. Mandate is the only selection.

    b. ***For IAS Changes***.

       i) **Low**. *A system enhancement or identified error that causes no serious operational problem and should be corrected when resources are available.*

       ii) **Medium**. *An identified error causing problems in operation but with a workaround or an alternative available, so that the problem can be tolerated for*

a short time, but should be corrected as soon as possible at a time determined by the CCB Co-chairs.

    iii) **High**. *An error causing complete loss of service or server usability problems to a large number of users, or mission-critical system and there is no workaround. The problem cannot be tolerated and the error must be corrected immediately.*

  c. ***For PCMS Changes***.

    i) **Regular**. *A system enhancement or identified error that causes no serious operational problem and should be corrected when resources are available.*

    ii) **Mandated**. *An identified error causing problems in operation but with a workaround or an alternative available, so that the problem can be tolerated for a short time, but should be corrected as soon as possible at a time determined by the CCB Co-chairs.*

    iii) **Emergency**. *An error causing complete loss of a high priority capability, with no workaround available, so that the system cannot function. This kind of problem cannot be lived with, and the error must be corrected immediately. An example would be an application that shuts down the computer and causes an irrecoverable corruption of the database.*

12. Change Type (IAS only)

Note: If the type is unclear, please contact the PSD Configuration Manager for assistance at 202-720-8458.

    a. ***System Setup***

    b. ***COTS***

    c. ***Hardware***

    d. ***OS***

    e. ***Software***

    f. ***Document***

13. Project (a project name for the change being requested)

14. System (e.g., IAS, PCMS)

15. System Version/Release (e.g., v.2)

16. Title (a short brief description about the proposed change)

17. Description (a detailed description of the proposed change)

18. Change Justification (as detailed a description for the justification for the requested change as possible)

Items 19-29 completed by Technical Lead. After completed, please fax the CR Form to the PSD CM Team at 202-401-4338.

19. Programmer (Technical Lead must assign a programmer.)

20. Requirements Analyst (Technical Lead must assign a requirements analyst.)

21. ERB Recommendation (the ERB approve or disapprove technical merits of the change) **(IAS only)**

22. Name (full name of Technical Lead)

23. Date (date Technical Lead reviewed CR)

24. Phone Number (Technical Lead's telephone number)

25. Impact Statement (a detailed description of the impact to system(s) if change is made)

26. Impact if Not Approved (a detailed description of impact to system(s) if change is not made)

27. Level of Effort/Time Estimate (Technical Lead must provide an estimate of resources and time required to complete change to system.)

28. Configurable Items Affected (List all configurable items (e.g., software, hardware,) affected by the requested change.)

29. Documentation Configurable Items Affected (List all documentation configurable items affected by the requested change.)

Items 30 – 36 completed by Configuration Control Board (CCB)

30. Disposition (CCB decision)

  a. *Approved*
  b. *Conditionally Approved* (document the conditions for approval in Line 34, Comments)
  c. *Disapproved*
  d. *Deferred*
  e. *Rejected*

31. Target Release Date

32. Release and Implementation Date

33. Approved Priority

  a. *Routine*
  b. *Urgent*
  c. *Emergency*

34. Comments (any comment regarding the CCB decision)

35. Authorizing Signatures

  a. *Chief, Procurement Systems Division*
  b. *Chief, Office of the Chief Financial Officer*

36. Date (date document signed. Format mm/dd/yy)